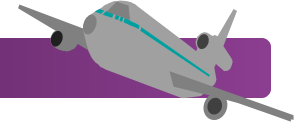




# ***Defense Travel System***



## **Transportation & Travel Services**

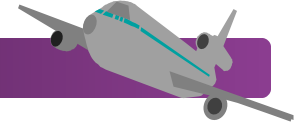


**Paul Joyce**  
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**[joycep@osd.pentagon.mil](mailto:joycep@osd.pentagon.mil)**

**Project Management Office - Defense Travel System**



# ***Transportation/Travel Manager Role***



- **Focal Point for Transportation Policy**

## **Compliance**

- **Advise Commanders and AOs**
- **Monitor Compliance & Trends Through MIS**
- **Recommend Process Improvements**



- **Group Travel**

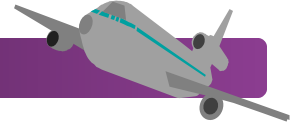
- **Determine Appropriate Routing  
( Commercial/Government)**
- **CTO Negotiated Arrangements**

- **Certify Centrally Billed Accounts (CBAs)**

- **Establish & Maintain CBAs**
- **Certify CTO Reconciliation**



# Payment Methods

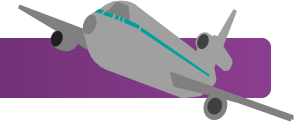


- **IAW USD(C) Policy memos #2 and #14 located at**  
<http://www.dtic.mil/dodtravel/>
- **Maximize use of individual Government charge card**
  - **Used to pay all travel costs, including transportation**
- **CBA use by exception**
  - **New recruits, invitational travel, and**  
**personnel denied the individual**





# Arrangements

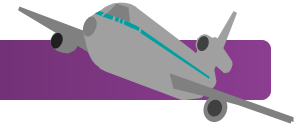


- **Category B - International Travel**
  - **Reservations made by DTR 6 contractor (automated/manual)**
- **Lodging - Govt/Commercial**
  - **Automated interfaces (Army lodging/joint services lodging)**
  - **Non-availability documented on trip record**
  - **Use of commercial discounts, e.g. Army lodging success, Navy elite, Air Force contract quarters**





# ***CTO Service Methods***

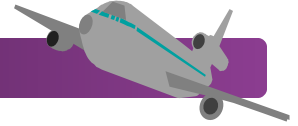


- **Centralized Service**
  - Ensures prompt, efficient, response
  - Minimizes use of govt facilities
  - CTO is always available
- **Toll-Free Assistance**
  - CONUS and OCONUS (24 hours, 7 days a week)
- **Electronic Ticketing (E-Ticket)**
  - Greater than 80% of airlines offer
  - No lost documents
  - CUI tracks usage
  - Preferred distribution method by travelers
  - Policy to be published





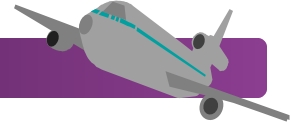
# ***CTO Service Methods (con't)***



- **Staffed Locations**
  - **CTO on-site for ticket distribution**
  - **Requires pick-up of tickets**
  - **Use of government space**
- **Satellite Ticket Printers (STPs)**
  - **Requires government operator**
  - **Government stores and secures ticket stock**
  - **Requires pick-up of tickets**
- **Pre-paid Ticket Advice (PTA)**
  - **Emergency travel within 24 hours**
  - **Fee for refund**
  - **Ticket at airline counter**



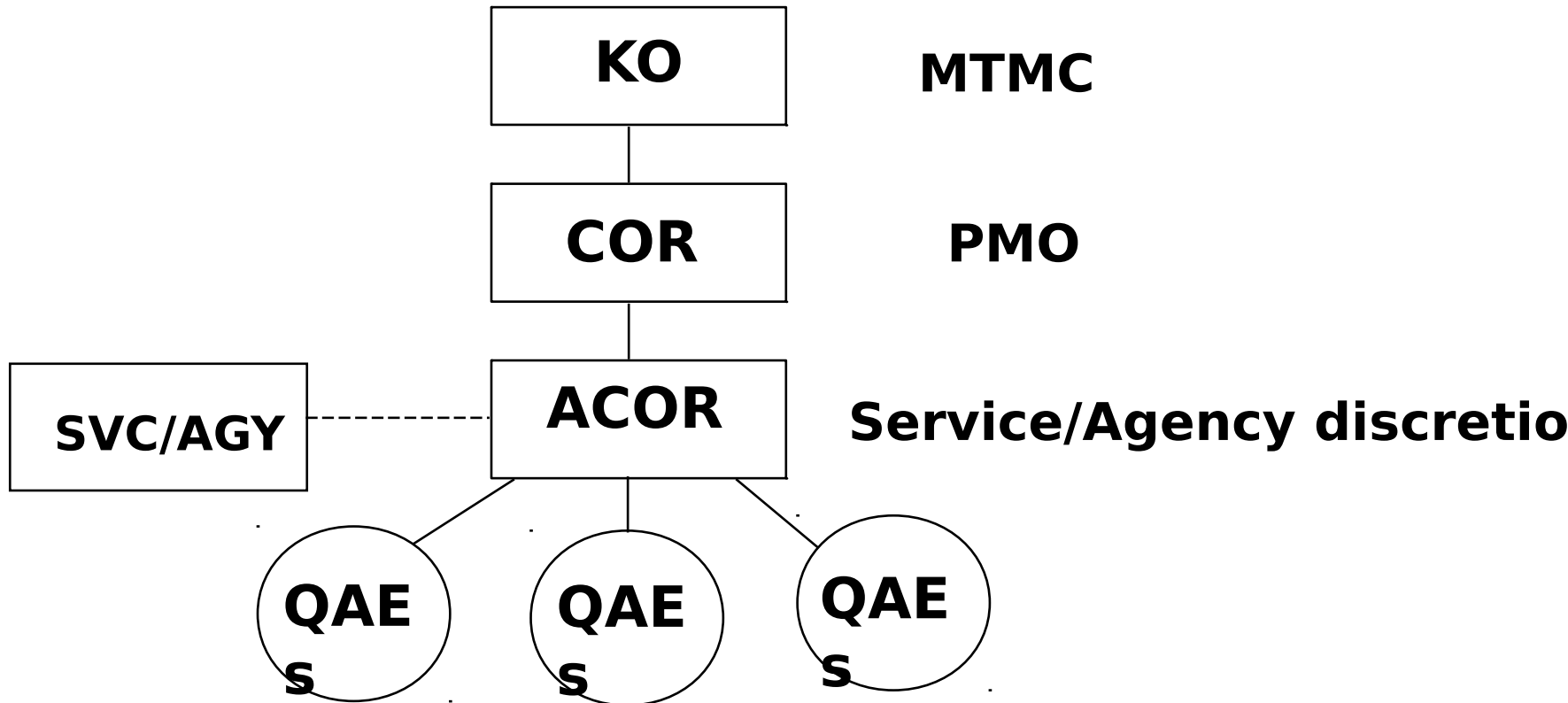
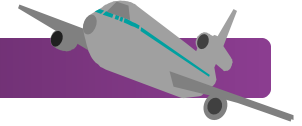
# ***Leisure Travel***



- **DTR 6 Separate leisure only contract**
  - **Award pending**
- **Leisure in conjunction with official**
  - **Official DTR 6 contractor arranges**
  - **Personal portion paid by traveler outside of**



# Contracting Officer Representative Structure

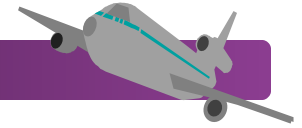


\* Selection of ACORs and QAES at Service /Agency discretion.  
20 Oct 98





# ***Performance Evaluation***



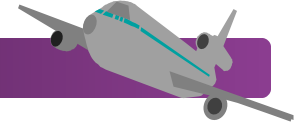
**1. Users report to single POC for comment/complaint. QAE locations determined by Services/Agencies. Surveillance performed at field locations to directly monitor performance on day-to-day basis. Results forwarded to ACOR/COR.**

**2. PMO-COR provides DoD level functional oversight of Defense Travel System and coordinates with appropriate sources on all matters relating to policy.**

**Acts as focal point to resolve performance discrepancies. Conducts analyses of requirement compliance and submits recommendations to KO. Coordinates with Services/Agencies and OSD policy sources for any required changes, additions to Defense Travel System. Incorporates lessons learned for contract modifications and subsequent acquisitions.**



# ***Other Than Business (TDY) Travel***



**Permanent  
Duty  
Travel**

**Verbal or  
Confirmatory  
Orders**

**Ready  
Reserve  
Travel**

**Classified  
Travel**

**Defense Travel  
System**

**Business  
Travel**

**Invitational  
Travel  
Orders**

**Not yet part of the puzzle**